

## **Super User Conference Call**

***Meeting Minutes on 7/31/2017***

***Time: 30 minutes***

1. Take Roll Call
  - a. 26 attended
  - b. 16 Absent
2. Trainings Dates
  - a. State Wide
    - i. Helena August 22<sup>nd</sup>-23<sup>rd</sup>, Helena Training Center Airport
    - ii. Great Falls August 29<sup>th</sup>-30<sup>th</sup>, 201 First Street South Suite #1
    - iii. Billings September 6<sup>th</sup> and 7<sup>th</sup>, 111 north 31<sup>st</sup> Street
    - iv. Missoula September 12<sup>th</sup>- 13<sup>th</sup>, 2677 Palmer Suite 100
3. Training Information
  - a. Training locations are full (Helena has a couple of spots)
  - b. There will be a list of hotels that have state rate rooms available sent to each person
  - c. The homework will be sent out via email about one month prior to training.
  - d. Reimbursement forms will be given out at the training.
  - e. Please travel together
4. General Reminders
  - a. May want to schedule light the first few weeks of rollout.
  - b. May want to block off time the week before rollout for prep.
    - i. Update food packages
    - ii. Get materials ready (food list, participant booklet, cardholder, etc.)
    - iii. Training Staff
    - iv. This was all discussed on June's conference call. Please review.
5. Pilot Highlights
  - a. Clinic staff felt it was easier than they thought.
  - b. Clinic staff said they felt prepared.
  - c. A few hiccups with UPC's
    - i. Fixed some
    - ii. Hard to keep up to date
  - d. Self-check outs are not working
  - e. 15-20 minutes extra for appointments
6. Level 3 Certs
  - a. Purpose is final end-to-end POS testing for eWIC readiness.
  - b. Testing normal transaction procedures, but also will test for anticipated problems.

- c. Coordinating with POS providers to be on-site during certifications, very effective training strategy.
- d. Developing strategy for L3 statewide, are seeking contractors to assist.
- e. If you are interested in helping, please contact Kevin.

7. How to submit UPC's

- a. Required information:
  - i. UPC Code
  - ii. Product brand and name
  - iii. Product type (cereal, milk etc.)
  - iv. Product Size
  - v. Store where product is available
  - vi. Submitters contact information
  - vii. The front label and the nutrition label of the food request for review
- b. Two ways to submit:
  - i. Online fillable form
  - ii. WIC Shopper app (will be discussed on the June conference call)

8. Questions

- a. Is there going to be a cut off limit on how many cards we can replace or amount a client will have to pay if they kept losing the eWIC Card?
  - i. No, there is no cut off limit but we will be monitoring this at the State Office and if we notice someone get new cards often we will reach out to the participant.
- b. Will a DFS family with multiple HH's use one card or will they be issued separate cards for each individual?
  - i. They will have a card per HH. So if a family has 3 foster children, they will have 3 cards.
- c. Can non-CPA staff members change food packages?
  - i. No, CPA/RD are still the only ones that can update food packages.
- d. When can we change food packages? At one point the state recommend to wait due to food item set ups.
  - i. You can change food packages now. The State Office stated that if a food item has to change, the local agency may have to update the food package again. So we still recommend to wait.
  - ii. Pilot
    - 1. A small clinic waited until the appointments before updating the food packages. They only spent a couple of minutes per appointment to make the changes.
    - 2. A large clinic change ahead of time. Still found they had to make changes at appointments.
- e. Tofu can be issued September 14<sup>th</sup>. What does is exchange for?
  - i. 1 quart milk
- f. When will materials be delivered?
  - i. In the next couple of weeks.

- g. If our computers only have two USB ports, who do we contact for more?
  - i. If you are on the state network, contact Dick.
  - ii. If you are off the state network, contact your IT.
- h. Can multiple HH cards (as in foster households), have the same PIN?
  - i. We don't tell the participants/cardholders what they should pick. They will pick whatever PIN they will remember.
- i. Next Calls, 9AM
  - i. August 28<sup>th</sup>
  - ii. September 25th